



H.R. 404 – Federal Customer Service Enhancement Act

Floor Situation

H.R. 404 is being considered on the floor under suspension of the rules and will require a two-thirds majority vote for passage. This legislation was introduced by Rep. Henry Cuellar (D-TX) on January 11, 2007. The Committee on House Oversight and Government Reform approved a substitute version of the bill by voice vote on June 12, 2007.

H.R. 404 is expected to be considered on the floor on July 23, 2007.

Summary

H.R. 404 directs the Director of the Office of Management and Budget (OMB) to develop performance standards to ensure that Federal agencies are providing high quality customer service. In developing these standards, agencies must solicit feedback from customers regarding on the quality of customer service.

The bill requires agencies to appoint a customer relations representative responsible for implementing these standards. In order to accomplish this, each agency must issue regulations outlining specific principles of customer service for that agency. The principles must be available on the agency's website.

Under the bill, OMB is required to issue an annual report to each agency on its customer service performance. Within two years, the Government Accountability Office must report to Congress on each agency's customer service performance. The bill provides that agencies can give awards in recognition of exemplary customer service.

Background

According to the Congressional Budget Office (CBO), "many agencies have a designated customer relations representative and already collect data on the quality of their customer service."

Cost

According to the Congressional Budget Office, implementing H.R. 404 would cost \$1 million in 2008 and less than \$500,000 annually in subsequent years.

[CBO Estimate for H.R. 404](#)

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